State Substance Abuse Treatment System: Block Grant & ATR-I

Performance, Access and Recovery: CQI
Measures of Accountability to Performance, Access and Capacity Enhancement, Recovery Outcomes Initiatives
April 27, 2005

The following table illustrates how each business dimension is related to system goals and objectives. Further, it illustrates how each is measured with specific metrics or indicators of performance, accessibility and recovery-oriented outcomes.

BPA and the State will report measured progress toward our collective goals and objectives on a quarterly basis. Findings will be reported alongside recommendations to the State Substance Abuse Executive Council and ATR-I Alliance in addition to being available to system managers and other stakeholders throughout the State.

Performance, Access and Recovery: PAR & Continuous Quality Improvement

SA System Goals	Dimension	Measure	Description
Greater Satisfaction & Trust in SA Treatment and System	**Stakeholder Satisfaction**	• Provider Satisfaction • RSAA Satisfaction • Stakeholder Satisfaction • Client Satisfaction • Drug Court Satisfaction	Data collected in survey tools administered by BPA. Data tallied and executive summary developed. Raw scores forward to DHW
• **Fewer Barriers** • **Greater Access** • **Quality-Assured Treatment Plans** • **Engagement & Retention**	**Care Management**	• Accessibility • Turn-Around-Time • Inter-rater Reliability • Waiting List • Census Mgmt • Level of Care Substitutions • Ineligibles Referrals	• Telephonic Access • Voucher & Authorization • Care Manager Peer Review • Data and Rate of Admit • Census & Cost Controls • Data & Recommendations • Data and Reasons
Effective, Efficient and Ethical System of Care	**Complaints & Appeals**	• Complaint Resolution • System Improvements	• Timeliness & Content • Timeliness and Measure of Success
Sustainable service system that delivers effective treatment to the most appropriate number of people through episodes that result in recovery	**Treatment Episode & Utilization Reporting**	• Number & Types of Service • Utilization Data • Special & Priority Populations • Ineligibles • GPRA Outcomes • Successful Discharge • Discharge Type • Engagement • Data Accessible in stakeholder meetings	
Costs controlled	**Claims**	• Timeliness • Accuracy	
• **Reductions in social costs (health & safety)** • **Collaboration on Strategic Plan** • **Develop Choice and Services** • **Reduce Barriers** • **Reach Underserved** • **Raise Standard of Care and Develop Workforce**	**Community & Provider Support**	• Meeting Attendance • Evaluation of Continuum of Care & Service System • Capacity & Barriers • Increased Capacity • Barriers, Access, Availability, Accessibility, Appropriateness & Acceptability • Best Practices and Evidence-Based Treatment • Clinical & Facility Audit	• Measure of BPA Staff • Gap Analysis • Gap Analysis • Study Data and Recommendations • Participate in Training, Mentoring and Measure Fidelity
• **Sustainable Budget** • **Reliable Surveillance Data** • **Reductions in Social Costs** • **Strategic Plan** • **Expand Treatment Opportunities**	**Management & Executive Level Administration, Findings, Trends and Solutions (Decision Support)**	• Fiscal & Budget Data and Reporting • Administrative Data Integrity • Fiscal Audit • Cost Benefit Analysis • CIS Interface	• Manage budgets effectively and present data routinely • TEDS, Financial, GPRA, Service, Episode, Authorization and Funding Source data • Eliminate Fraud • Sustainability Measures